RISO Publisher Information Notes

Subject: Printing Problems Via The Parallel Port **Issue No.: 19505**

Product: SC7500

Applies to: Pagemaker 6.0
Microsoft Office 97

❑ **Software** ❑ **Hardware** ✓ **Operation** ❑ **Other**

SUMMARY:

When using the SC7500 with the Parallel connection you may experience problems with the following Programs:

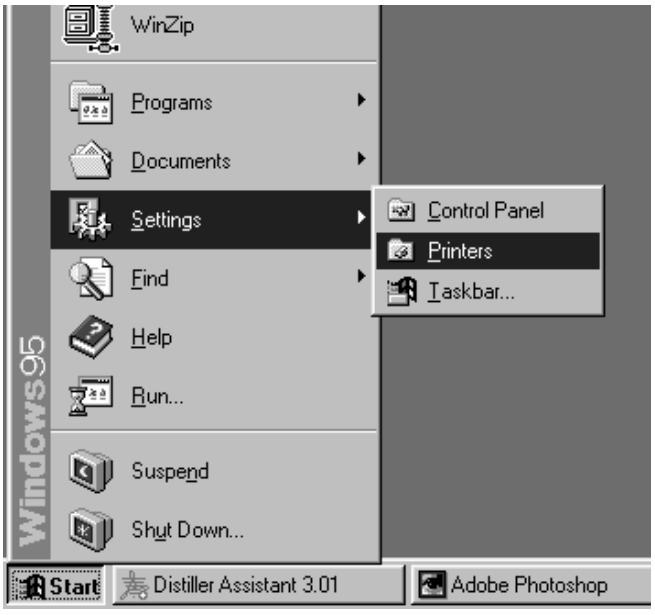
PageMaker 6.0 - Prints only 1 page of a 2 page document.
Missing text or images from a document.
Prints ASCI code.
Only Prints a page with the Error Code printed on it.

MicroSoft 97 - Excel, Publisher and PowerPoint - Same symptoms as P/M 6.0.

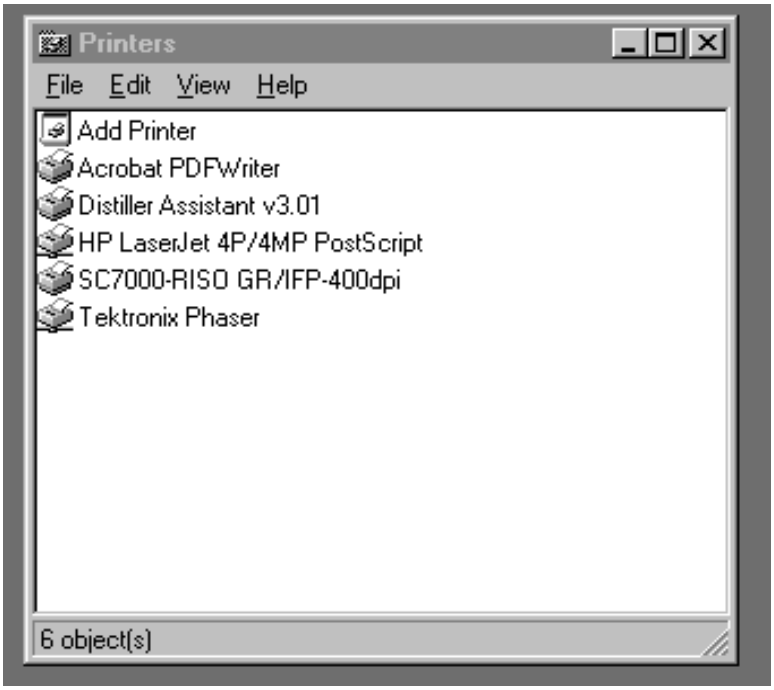
PROCEDURE:

If you are having any of the above problems with these applications, or any other applications, you should perform the Installation instructions that follow.

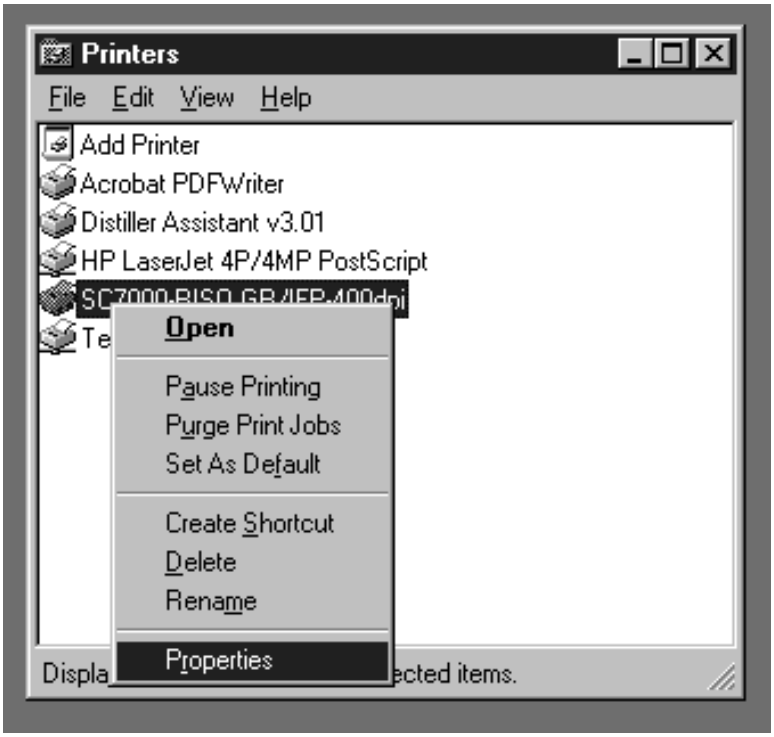
Install the SC7500 print driver as normal. After the driver is installed click on “Start” , “Settings” and then Printers as shown below.



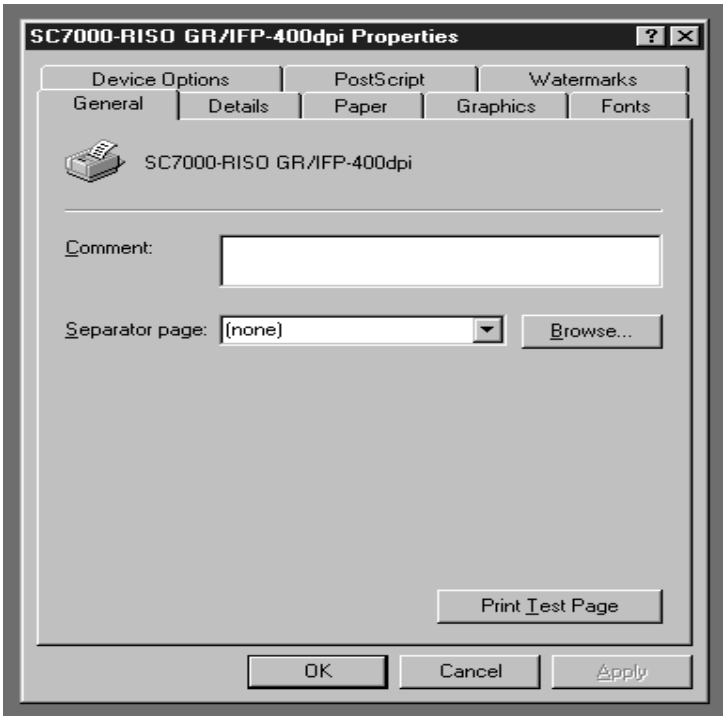
After selecting "Printers" you will see a screen similar to this.



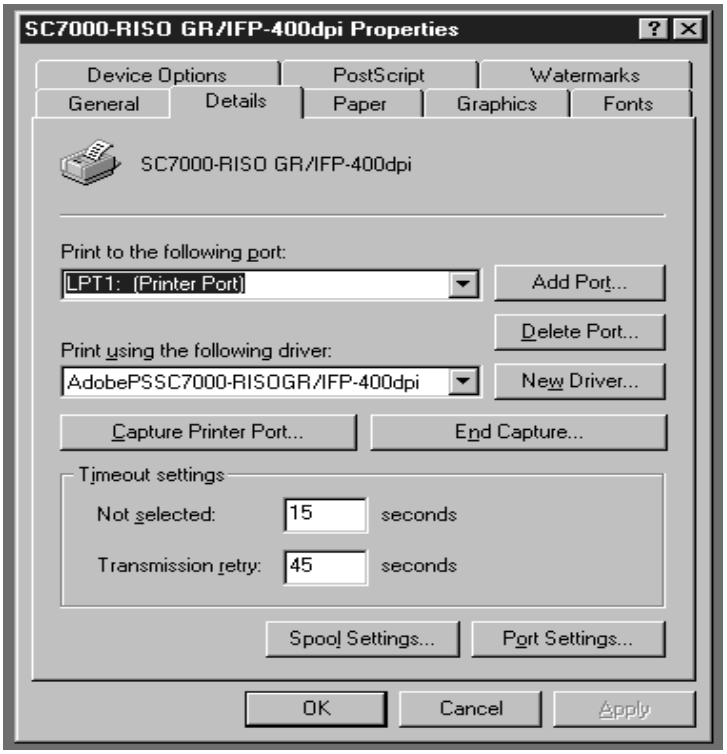
Put your mouse arrow on the SC7500 Printer Icon and click the Right Button. Your screen will look like this.



Select "Properties" and this screen will appear.



Select the "Details Tab"



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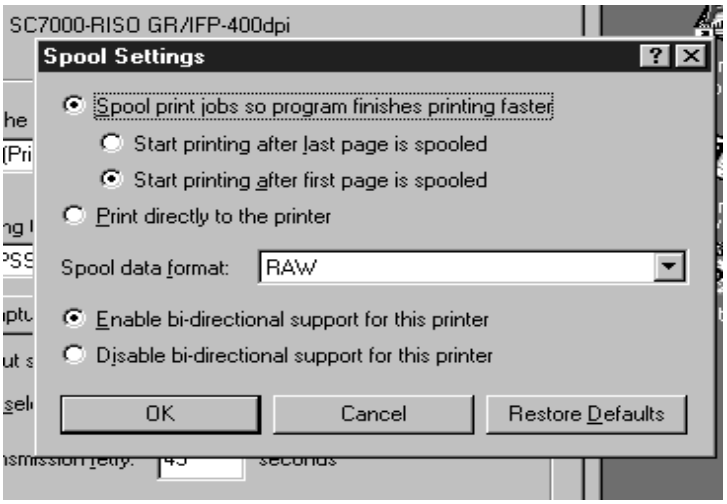
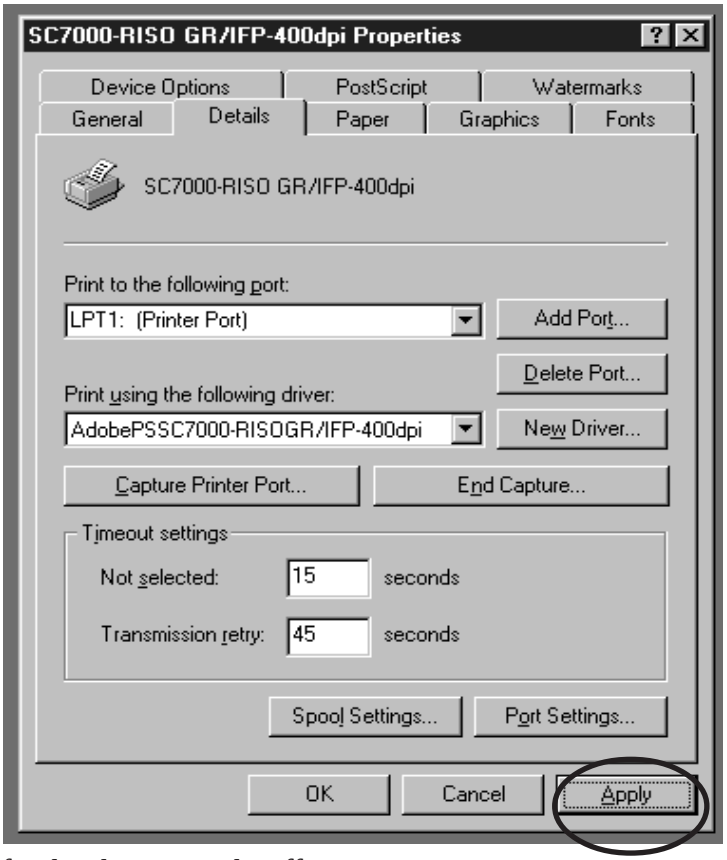
Select "Spool Settings"



Under "Spool Settings" the Default Screen looks like this with Spooling and Bi-Directional selected. If you are experiencing problems one of these selections has to be turned "OFF". To turn off "Spool" select "Print directly to the printer". If you turn Spool off when the print job is being sent the customer has to wait until the job is complete to use the computer. If you turn off bi-directional by selecting "Disable bi-directional support for this printer" the print job will be sent to a Spool Que and the customer can use their computer while the print job is processing.

After making the selection click on "**Apply**". The "Details" screen will appear and you have to click on **"OK"** to complete the selection .



REMEMBER: You have to click on "**Apply**" for the change to take effect.

This is only for the SC7500 product.
The SC7000 and SC7000 Upgrade are not effected by these problems and work fine with the "Defaults".